

Occupational Questions - Information Technology, GS-2210-11, USAO, Austin, Texas	
Name	SSN
<p>1. Do you possess experience that demonstrates your knowledge of Microsoft Windows 98/NT/2000/XP/2003 LAN administration and installation? Circle the letter that best answers this question.</p> <p>A. Yes, I have experience that demonstrates my knowledge of MS Win 98/NT/2000/XP/2003 LAN administration and installation.</p> <p>B. No, I do not have the experience stated above.</p>	
<p>For each task in the following group choose the statement from the Level Descriptions that best describes your experience and/or training in that task. Select only one letter for each task and enter the answer in the block provided.</p> <p>A- I have not had education, training or experience in performing this task.</p> <p>B- I have had education or training in performing this task, but have not yet performed it on the job.</p> <p>C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.</p> <p>D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior coworker.</p> <p>E- I have instructed or assisted other workers in the performance of this task due to my expertise in this area..</p>	
	2. Installing, testing, and providing operational support for standardized computer programs/systems.
	3. Maintaining automated systems currently in use, to include modifications and updates to current applications, additional user training, updating documentation, etc.
	4. Using structured analysis and design techniques to analyze operations and evaluate new system design.
	5. Coordinating ADP study projects.
	6. Designing audit routines to test data integrity and the reliability of information systems.
	7. Performing long-range studies of systems such as office automation or other projects.
	8. Analyzing all needs and requisitions for ADP equipment and software.
	9. Assuring that proposals are consistent with long range and tactical plans and that requisitions are cost effective.
	10. Receiving complaints from users, identifying problems, determining source by on screen or other indicators, and correcting locally or contacting appropriate vendor for resolution.

	11. Monitoring installation of new equipment and coordinating move of ADP equipment, electrical work, phone lines, etc.
	12. Installing vendor and other supplied software packages including LAN management software, utility programs, work processing software, applications software and LAN operating system software.
	13. Determining changes to existing software which may improve network performance.
	14. Installing modifications to hardware/software.
	15. Surveying system needs.
	16. Following established security policy and recommending modifications to increase the physical security of the computer site and the data.
	17. Maintaining and developing operational procedures as they related to data integrity, security, and functionality.
	18. Administering an Ethernet LAN running MS Win 98/NT/2000/XP/2003.
	19. Maintaining installed local area networks to include system software configurations, installation of new software modules, user training, diagnostics, and problem resolution.
	20. Setting up and administering single and multi-processor servers.
	21. Configuring and administering Microsoft Exchange Server and Microsoft Outlook 2000/2003 client.
	22. Assigning passwords and maintaining mail boxes and post offices within MS Exchange server.
	23. Configuring and installing add-in boards to existing equipment, such as memory modules, SCSI and SCSI-2 controllers, and sound and video cards.
	24. Conducting presentations and technical briefings on ADP matters.
	25. Performing liaison duties between headquarter project teams and local office staff
	26. Working with system users to increase understanding and foster good public relations in computer system utilization.
	27. Answering questions and advising on automation techniques and procedures.
	28. Writing complete instructions for programs for training users in system operation.
	29. Writing letters and reports and preparing studies on ADP related matters for high-level consideration.
	30. Writing progress reports on the status of ongoing IT initiatives.

Signature

Date